

One Year Consumer Limited Warranty

TAMPA BAY RECREATION,LLC/ISM SADDLES products are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, TAMPA BAY RECREATION,LLC/ISM SADDLES will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iii) damage caused by service performed by anyone who is not an authorized service provider of TAMPA BAY RECREATION,LLC/ISM SADDLES; or (iv) damage to a product that has been modified or altered without the written permission of TAMPA BAY RECREATION,LLC/ISM SADDLES. In addition, TAMPA BAY RECREATION,LLC/ISM SADDLES reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL TAMPA BAY RECREATION,LLC/ISM SADDLES BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

TAMPA BAY RECREATION,LLC/ISM SADDLES retains the exclusive right to repair or replace (with a new or newly-overhauled replacement product) the product or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

To obtain warranty service, contact your local TAMPA BAY RECREATION,LLC/ISM SADDLES authorized dealer or e-mail TAMPA BAY RECREATION, LLC/ISM SADDLES Product Support, at warranty@ismseat.com. If instructed by the warranty department, you will be given shipping instructions and an RA (Return Authorization) tracking number. Securely pack the product and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the RA number clearly on the outside of the package. Send the product, freight charges prepaid, to TAMPA BAY RECREATION,LLC/ISM SADDLES attn: warranty service station. Online Auction Purchases: Products purchased through online auctions are not eligible for warranty coverage. Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required.

To Obtain Warranty Service Please Complete These Two Easy Steps:

1

Contact Tampa Bay Recreation, LLC/ISM Saddles Warranty Support to receive an RA number.

E-mail a Tampa Bay Recreation, LLC/ISM Saddles Support Specialist to describe the problem. You will need to provide the saddle model, date of purchase, where you purchased your product, original receipt, a photo of the problem, a description of the claim, your return shipping address and a daytime phone number. After your request is considered and deemed a valid warranty issue a Return Authorization (RA) number will be provided.

E-mail: [Warranty Support](#)

2

Ship the unit, along with the RA number, to Tampa Bay Recreation, LLC/ISM Saddles.

Once you have received the RA number, ship the unit (insured) to the following address and include the RA number:

Tampa Bay Recreation, LLC
Warranty Support
PO Box 271531
Tampa, FL 33688 USA
RA # _____
